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To:	Examiner Isaac M. Woo	From:	Steven Fischman
Fax:	703-746-7238	Pages:	22 pages including cover sheet
Phone:		Date:	11/4/2003
Re:	U.S. Serial No. 09/778,378	CC:	
Group Art Unit: 2172			
Docket No. YOR920000766US1 (14069)			

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

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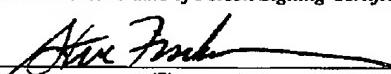
Applicant(s): Debra Beibesheimer, et al.

Docket No.

YOR920000766US1 (14069)

Serial No.
09/778,378Filing Date
February 7, 2001Examiner
Isaac M. WooGroup Art Unit
2172

Invention: CUSTOMER SELF SERVICE SUBSYSTEM FOR CLASSIFYING USER CONTEXTS

I hereby certify that this AMENDMENT UNDER 37 C.F.R. §1.116*(Identify type of correspondence)*is being facsimile transmitted to the United States Patent and Trademark Office (Fax. No. 703-746-7238on November 4, 2003*(Date)*Steven Fischman*(Typed or Printed Name of Person Signing Certificate)**(Signature)*

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AMENDMENT TRANSMITTAL LETTER (Large Entity)

Applicant(s): Debra Beibesheimer, et al.

Docket No.

YOR920000766US1 (14069)

Serial No.
09/778,378Filing Date
February 7, 2001Examiner
Isaac M. WooGroup Art Unit
2172Invention: **CUSTOMER SELF SERVICE SUBSYSTEM FOR CLASSIFYING USER CONTEXTS****TO THE COMMISSIONER FOR PATENTS:**

Transmitted herewith is an amendment in the above-identified application.

The fee has been calculated and is transmitted as shown below.

CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	24 -	24 =	0	x \$18.00	\$0.00
INDEP. CLAIMS	3 -	3 =	0	x \$84.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00

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Dated: November 4, 2003

Steven Fischman
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